

LIGHT READING

customer newsletter

Sep/Oct 2007

Seattle Climate Action Now *We CAN work together*

By Mayor Greg Nickels

Here in Seattle, there is a growing recognition that global warming isn't just a problem for future generations to worry about. It's a threat to our planet that we must start addressing today. For most of us, the question is "What CAN I do to stop global warming?" The answer is about to get a lot easier.

September is the kickoff for **Seattle Climate Action Now**, a program to give everyone in Seattle the tools they need to start making a real difference at home, at work, and on the road. It will bring you together with people across the street and across town to take action to protect the climate.

Seattle Climate Action



Getting involved is easy. Our new Web site goes live September 21. Go to www.SeattleCAN.com and learn about the simple steps you can take. You can find out about opportunities in your neighborhood. And you can connect with people who are working side-by-side with you to make Seattle the most climate-friendly city in the country.

We already know the power of community action when it comes to protecting our environment. In 2006 Seattle City Light avoided the release of 584,400 metric tons of carbon dioxide into the atmosphere. Conservation measures taken by businesses and residences helped. And, in 2005 Seattle recycled 44 percent of its waste, well on its way to a recycling goal of 60 percent by 2012. When the community harnesses its collective creativity, enthusiasm, and know-how, Seattle **CAN** make a difference to leave behind a greener tomorrow for future generations.

Here are three easy ways to help.

1. **Twist & Save!** with compact fluorescent (CF) bulbs

Simply choose CF bulbs because they use 75 percent less energy to produce the same amount of light compared to incandescent bulbs. Seattle City Light is sponsoring a discount on Energy Star® CF bulbs available at many retail outlets such as **Bartell Drugs, The Home Depot** and **Costco Wholesale**. Visit www.seattle.gov/light/conserve or call (206) 684-3800 for the most up-to-date list of participating retailers and information about available bulb styles, wattages and prices. Be a part of the solution.

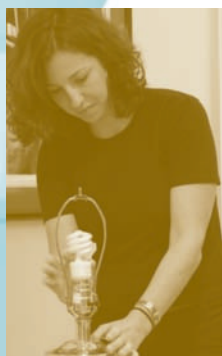
2. **Free showerhead offer ends October 31**

Time is running out on this offer to single-family

residents, sponsored by Seattle City Light and other local utilities. These highly efficient showerheads result in 20 percent more water and energy savings compared to most devices available. If you have misplaced or did not receive your mail-back offer, please call (206) 838-5392 to order, or visit www.savingwater.org. Customers on utility rate assistance may qualify for free installation.

3. **Neighborhood Climate Protection Fund**

When we work together, we'll come up with solutions that we couldn't do on our own. The City's Neighborhood Matching Fund supports you and your neighbors to make your climate protection project a reality. To find out more, call (206) 684-4520 or go to: www.seattle.gov/neighborhoods/nmf/climate.htm.



Twist & Save!



Seattle City Light

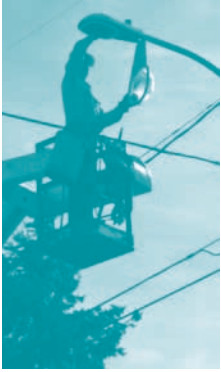


Seattle City Light

Customer Service (206) 684-3000

Keeping the streetlights on

City Light crews work hard to keep more than 100,000 streetlights in good order.



We appreciate your help with reporting streetlight problems. You can report a malfunctioning streetlight online at www.seattle.gov/light/streetlight or by phone at **(206) 684-7056**.

We can respond more efficiently when you give us detailed information:

- Report the pole number - one to five yellow numbers posted six to ten feet up the pole. Tell us if there is an "A" after the number.
- Provide the address of the closest building, including the street name and direction. For example, 1234 5th Avenue S.
- Describe the problem. For example, light goes on and off or flickers.

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Routine lamp replacements are completed within about four working days in the fall and 17 in the winter when there are more trouble reports queued. Some repairs are more complex and take longer to complete. During storm season, please be patient. Our backlog can build up while streetlight crews are temporarily reassigned to help repair our electrical system.

When is your bill estimated?

City Light estimates electricity usage when we do not have access to read your meter or when our billing system detects that a meter-read falls notably outside of a predetermined range, based on historical use.

We estimate consumption based on past usage to curb over and under billing. However, occasionally an estimated bill is too high or too low. When customers are under billed, they will be back billed and receive extra time to pay the difference between the estimated and the actual amount.

When customers are over billed, we will credit the account by the excess amount charged.

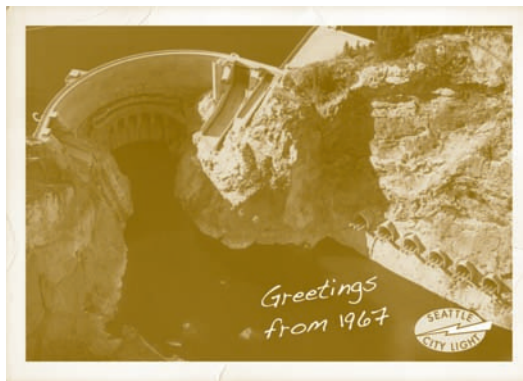
If you have questions about your bill, please call **(206) 684-3000** to speak with a customer service representative. For our non-English speaking customers, interpreters are available Monday through Friday, 7:30 a.m. to 6 p.m. If your meter is located behind a locked door and arrangements have not been made for meter reader access, please call **(206) 386-1731**.

Boundary Hydroelectric Project 1967-2007: celebrating power, people & progress

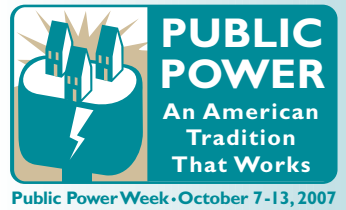
This fall, the community of Pend Oreille County joins Seattle City officials to celebrate **Boundary Dam's 40th anniversary**. Festivities will highlight the rich, but little known history of building the dam, and honor the people responsible for its efficient operation.

Seattle City Light owns and operates Boundary Hydroelectric Project located on the Pend Oreille River in northeastern Washington. It is our largest generating facility, producing 31.5 percent of City Light's power in 2006.

The Boundary Hydroelectric Project operating license expires in 2011. We are engaged in relicensing activities, which include developing protection, mitigation, and enhancement measures to address project impacts on natural resources. For more information about relicensing, visit www.seattle.gov/light/News/Issues/BndryRelic or call Barbara Greene at **(206) 615-1091**.



Seattle City Light is a publicly owned utility dedicated to exceeding our customers' expectations in producing and delivering low-cost, reliable power in an environmentally responsible and safe way. We are committed to delivering the best customer service experience of any utility in the nation.



A gift inherited

Seattle voters approved a bond issue to develop a hydroelectric facility on the Cedar River in 1902. This was the beginning of public power in Seattle.

We are a publicly owned utility governed by the Mayor and City Council. We work for you, our customers. We are proud of our century-plus years of service to you. Say "hi" to the crews you see. They are a powerful team of dedicated professionals who work 24/7 all year for you.

Seattle City Light values: excellence, accountability, trust, stewardship.



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This newsletter is available in alternate formats upon request. Translated newsletter information is available in Spanish, Vietnamese, Chinese, Somali, Tagalog and Korean. Call **(206) 684-3000**. www.seattle.gov/light



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